

THE TENNESSEE REGULATORY AUTHORITY

RECEIVED

In re:

PETITION OF THE CITY OF

CHATTANOOGA TO PROVIDE 311

SERVICES TO THE RESIDENTS OF

THE CITY OF CHATTANOOGA

02 OCT 8 AM 10 50

TN REGULATORY AUTHORITY
DOCKET ROOM

DOCKET NO.

02-00974

On behalf of the City of Chattanooga, Tennessee, we are requesting that the Tennessee Regulatory Authority approve the allocation of N11 Number (311) to the City of Chattanooga for the purpose of providing public access to non-emergency police and other government services.

Background

The Federal Communications Commission directed Bell Communications Research (Bellecore) in its capacity as North American Numbering Plan (NANP) to set aside 311 as a code to be used for the public to reach non-emergency police and other government services (Federal Communications Commission, First Report and Order and Further Notice of Proposed Rulemaking, CC97-7, February 19, 1997). The Commission required that when a provider of telecommunications services receives a request from an entity to use 311 for access to non-emergency police and other government services in a particular jurisdiction, that provider must ensure that it takes any steps necessary to complete 311 calls from the subscribers to a requesting 311 entity.

Prior to the issuance of the FCC's First Report, the Authority reviewed requests for the allocation of N11 numbers pursuant to criteria set forth in the Interim Order issued

on October 20, 1993 by the Tennessee Public Service Commission ("TPSC") in TPSC Docket No. 92-13892 ("TPSC Order") to determine the most qualified applicant for allocation of each N11 number in each local calling area. The criteria included:

- a. the overall financial fitness of the applicant;
- b. the technical ability and willingness of the applicant to provide the service on a permanent and continuous basis;
- c. the ability and willingness of the applicant to abide by applicable TPSC rules and policies;
- d. the rates, services and collection practices to be utilized by the applicant;
- e. the extent and duration of the applicant's service to the local community;
- f. anticipated future uses by the community of the proposed service being offered by the applicant; and
- g. the type of information services to be provided by the applicant over N11 and its relative value to the public and local community.

(Tennessee Regulatory Authority, Petition of Contact Ministries, Inc. to Provide the 211 Information and Referral Services, Docket No. 02-00126, March 12, 2002).

Petition for 311 Services

In February 2003, the City of Chattanooga ('the City') plans to launch a "one call center" to enable its residents to call one phone number to gain access to non-emergency government services. In developing the one call center, the City has looked to similar centers in Baltimore, Chicago and Dallas, among other cities. Each of these model cities

utilize "311" as their one call number. By this petition, the City requests the ability to do the same.

The Applicant's Overall Financial Fitness

The 311 service will be provided by the City of Chattanooga, a political subdivision of the State of Tennessee that is governed by an elected Mayor and 9 member City Council. The 311 service will be funded through the City's general fund. Under the FY 2003 Budget enacted by the City Council in July 2002, the City projects General Fund revenue totaling \$146,170,526. The City's finances are subject to annual audit (see Attachment A - 2001 Annual Audit).

The Applicant's Technical Ability and Willingness to Provide the Service on a Permanent and Continuous Basis

The City has a 33 member professional staff dedicated to providing Information Services and telecommunication services to all City departments. Two staff members are dedicated to managing and coordinating all telecommunications for the City. The City uses Bell South as its principal local service provider.

The One Call Center will be staffed - initially - by five City employees. They will report to the Director of the Office of Performance Review (OPR). OPR's Director reports directly to the City's Mayor.

As part of the implementation of the One Call Center, the City has contracted with Motorola, Inc. to provide both software for a citizen service request (CSR) system and technical assistance. Motorola has assisted other cities in implementation of a one call center - including the above-referenced cities that also utilize 311.

The City intends to provide the service on a permanent and continuous basis once it is commenced in February 2003.

The Applicant's Willingness to Abide by Applicable TPSC Rules and Policies

The City intends to full abide by and comply with applicable TPSC rules and policies.

The Applicant's Rates, Services and Collection Practices

The City does not intend to charge residents for use of the 311 service.

The Extent and Duration of the Applicant's Service

Currently, Chattanooga residents are required to select from numerous telephone numbers at multiple City departments when they wish to request a government service or seek information from the City (see, Attachment B - Blue Pages for the City of Chattanooga). Upon implementation of the One Call Center, residents will be able to continue to call 911 for emergency services and a single number for all other City

departments (with the exception of some non-emergency services at the Police and Fire Departments):

Calls to the following City departments and divisions will be handled by the One Call Center and, upon approval of this petition, 311:

- a. Waste Resources
- b. Codes and Inspections
- c. Stormwater Management
- d. City Engineer
- e. Traffic
- f. Neighborhood Services
- g. Codes and Inspections
- h. EEO/Fair Housing
- i. Animal Services
- j. Purchasing
- k. Personnel
- l. Head Start
- m. Parks
- n. Recreation Centers
- o. Arts and Culture Programs
- p. Social Services
- q. Office of the Mayor

At inception, service will be provided from 8 a.m. to 6 p.m. during weekdays. Additional service - during evenings, weekends and holidays - may be provided through a message center.

The Anticipated Future Uses of the Proposed Service

Upon successful implementation of the first phase of the One Call Center, the City will consider utilizing the One Call Center - and 311 - for those non-emergency services provided by the Police Department and Fire Department that are not a part of this initial application. If Hamilton County were to pursue a similar One Call Center for its departments, the City would also work with county officials to determine a means of utilizing 311 for all non-emergency government services in Hamilton County.

The Type of Information Services to Be Provided by the Applicant and its Relative Value to the Public and Local Community

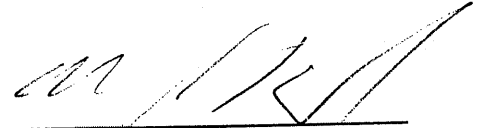
Implementation of the One Call Center and utilization of 311 will enable the City of Chattanooga to join a small, but growing, number of municipalities across the nation that have focused on the need to both increase citizen access to government service and enhance the accountability of government departments. Through the Call Center, 311 will be utilized to provide information about virtually all non-public safety City services. Residents will be able to call to request services (e.g. garbage pickup) and information (e.g. operating hours for recreation centers).

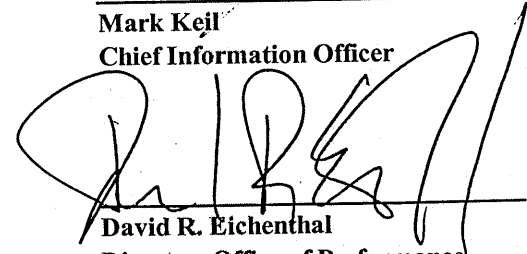
At the same time, utilization of a One Call Center - and the software being implemented with the assistance of Motorola - will enable the City to more accurately track the performance of City government.

Conclusion

Success of the One Call Center depends upon the City's ability to use an easy to remember and easy to use telephone number. Based on the historic national success of 911 for emergency calls and the success in other municipalities of 311 to provide many of the same services that the City expects to provide through the One Call Center, the allocation of 311 will greatly enhance the City's ability to maximize the value of its efforts.

Dated this 24th day of September, 2002



Mark Keil
Chief Information Officer

David R. Eichenthal
Director, Office of Performance
Review